



RECEIVED & INSPECTED

JUL - 6 2005

FCC - MAILROOM

Commissioners

JEFF DAVIS  
Chairman

CONNIE MURRAY

STEVE GAW

ROBERT M. CLAYTON III

LINWARD "LIN" APPLING

## Missouri Public Service Commission

POST OFFICE BOX 360  
JEFFERSON CITY MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

WESS A. HENDERSON  
Executive Director

ROBERT SCHALLENBERG  
Director, Utility Services

COLLEEN M. DALE  
Secretary/Chief Regulatory Law  
Judge

DANA K. JOYCE  
General Counsel

June 27, 2005

DOCKET FILE COPY ORIGINAL

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-B204  
Washington, D.C. 20554

Subject: CG Docket 03-123 - Telecommunications Relay Services Complaints

Dear Ms. Dortch,

Sprint is the Telecommunications Relay Service (TRS) provider in the State of Missouri. As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for TRS. Sprint has forwarded this information to the Staff of the Missouri Public Service Commission in the form of two attachments. The time period covered by this log is from June 1, 2004 through May 31, 2005.

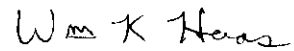
Attachment 1 totals consumer TRS complaints by category to give an overall summary. Attachment 2 is more detailed, and includes the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

I am submitting an original and four (4) copies of these attachments. I have also enclosed a 3.5 inch diskette containing the attachments which have been converted by our office to Word 97 or compatible software. I have also submitted a copy by e-mail to Dana Jackson, Federal Communications Commission, Consumer and Governmental Affairs Bureau at [Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov).

12.01.05 10:00 AM  
12.01.05 10:00 AM

If you have any questions or problems with this submission, please contact me by e-mail or by telephone.

Sincerely yours,

A handwritten signature in black ink that reads "Wm K Haas". The signature is written in a cursive, slightly slanted style.

William K. Haas  
Deputy General Counsel  
Mo. Public Service Commission  
(573) 751-7510 (telephone)  
(573) 751-9285 (fax)  
[william.haas@psc.state.mo.gov](mailto:william.haas@psc.state.mo.gov)

WH/cks  
Enclosure



Relay MO  
6/04 - 5/05

SERVICE COMPLAINTS

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
#20 Answer Wait Time	0	0	0	0	1	0	0	0	0	0	0	0	2
#21 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#22 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	1	1	1	1	4
#23 Didn't Follow Cust. Instruct.	1	0	0	0	0	0	1	0	0	2	0	0	4
#24 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#25 Agent Disconnected Caller	1	0	2	1	0	0	0	0	1	0	1	0	6
#26 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#27 Typing Speed/Accuracy	1	0	0	0	0	0	0	0	0	0	0	0	1
#28 Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	1
#29 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#30 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 VCO Procedures Not Followed	0	0	1	0	0	0	0	0	0	0	0	0	1
#32 Two-Line VCO Procedures Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#34 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#35 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#36 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#37 Agent Was Rude	1	0	1	0	0	0	0	0	0	1	1	1	5
#38 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0
#39 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#40 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#41 Other Problem Type Complaint	0	0	1	0	2	3	2	0	1	0	0	0	9
TOTAL	4	0	5	2	4	3	3	1	2	4	2	2	24

TECHNICAL COMPLAINTS

#22 Lost Branding	0	0	0	0	0	0	0	2	0	0	0	0	2
#23 Changed for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	1	0	0	1	1	0	0	1	2	0	0	6
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	1	0	0	0	0	0	1
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	1	0	1
#29 Other Technical Type Complaint	0	0	1	1	0	1	2	0	0	0	1	1	7
#30 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	1	2	1	2	3	0	1	2	2	1	14

Other Complaints

#30 Fakes	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 OSID	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 No 800 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35 Other	0	0	1	1	1	0	0	0	0	0	0	0	3
TOTAL	0	0	1	1	1	0	0	0	0	0	0	0	3
TOTAL CONTRACT	4	1	7	5	5	5	3	1	4	7	2	3	44

**Complaint Tracking for Missouri June 1, 2004-June 30, 2004. Total Customer Contacts: 4**

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6432325	06/04/04	#17	The customer was frustrated that he is still getting SRO calls coming to his business even after putting a block on the line. He was trying to explain to agent and let her know he is not spending anymore time on these calls. She just kept typing what he was saying. Apologized to the customer. The block had been removed because he did not send back paperwork. He said he would return it. No call back requested.	06/04/04	Agent 7684 was not available that time.
K6431667	06/05/04	#07	The customer was frustrated that he is still getting SRO calls coming to his business even after putting a block on the line. He was trying to explain to agent and let her know he is not spending anymore time on these calls. She just kept typing what he was saying. Apologized to the customer. The block had been removed because he did not send back paperwork. He said he would return it. No call back requested.	06/08/04	I received request from business and put global block thru relay service.
K6432882	06/10/04	#03	MO VCO user complained that the first agent misdialed # and took a long time for them to outdial. When customer gave the right # the agent again, didn't verify the # before dialing. Customer's notes specifically say to verify # with customer before outdialing. Apologized for problem, thanked customer for letting us know. No contact requested.	06/22/04	Met with agent, stated they did not remember the call. Coached the agent on the importance of always following customer's instructions and dialing out in a timely manner.
K6433232	06/19/04	#05	The VCO complained that agent hung up on the call. I apologized to the customer, and let them know that I will forward this information to the appropriate department. No follow up requested.	06/24/04	Met with agent and stated he does not remember the call. Coached agent on the importance of hanging up on a customer, and that if observed doing so it can lead up to and including termination.

**Complaint Tracking for Missouri July 1, 2004-July 31, 2004. Total Customer Contacts: 1**

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
1053 CapTel	7/21/04	#24	Disconnect/Reconnect during calls	7/22/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Sent email explaining why disconnection/reconnect might be occurring and tips to reduce their occurrence.

**Complaint Tracking for Missouri August 1, 2004-August 31, 2004. Total Customer Contacts: 6**

August 2004, Page 1 of 2

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64109423	08/02/04	#05	CA hung up on customer.	08/03/04	Apologized for the inconvenience, and told customer will document this complaint. Met with agent, she stated that TTY user had not responded in 6 minutes and requested supervisor to disconnect the call.
K64108940	08/05/04	#17	Voice customer received call via Relay and agent yawned loudly throughout the 10 minute call. The agent yawned so loudly it was difficult for the coive customer to understand what agent was saying. The agent also yawned loudly while the customer was speaking.	08/06/04	Apologized for problem encountered. Advised complaint will be forwarded to supervisor. Met with agent. Coached agent on the importance of remaining professional on all calls and never being rude to a customer.
K64109143	08/20/04	#11	Agent made VCO call very confusing. The agent was typing both sides of the conversation and the VCO customer thought the agent needed more coaching on how to do a VCO all correctly.	08/25/04	Thanked the customer for letting us know and assured that the complaint would be sent in. Met with agent, coached agent on effective redirecting the voice customer, and staying focused.
K64109293	08/24/04	#05	MO VCO customer said that the agent typed a few words then put her on hold and then came back and put her on hold again then disconnected.	08/24/04	Apologized for the handling of the call.
K64109334	08/25/04	#35	VCO having problems with incoming and outgoing calls via Relay MO. Customer states Relay is trying to hook her equipment up with some other machine.	08/25/04	Placed test calls to customer. Advised customer what was heard. (fax machine tones) VCO confirmed having fax machine but it was not on.

**Complaint Tracking for Missouri August 1, 2004-August 31, 2004. Total Customer Contacts: 6**

August 2004, Page 2 of 2

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64109083	08/27/04	#21	VCO caller stated she instructed agent she wanted to leave a message on the answer machine. Agent typed "beep GA," she left her message, then she heard busy signal. Agent did not let her know if her message had been left or not. Would like someone to remind the agent to let her know if her message was left.	08/30/04	Instructed agent regarding proper procedures.
1081 CapTel	8/24/04	#29	Dual Tone Multi Frequency Tone Interference	8/24/04	Tech Support adjusted DTMF tone pass through. Confirmed resolution was successful.

Date Generated: Mon, Jun. 13<sup>th</sup>, 2005 @  
05:05:49 PM CT

**Complaint Tracking for Missouri September 1, 2004-September 30, 2004. Total Customer Contacts: 2**

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64123984	09/15/04	#05	An SRO customer said she was disconnected by CA. explained to customer it may be technical problem, but center supervisor will be notified.	09/15/04	Discussion w/CA who did not remember this particular call. Does remember some calls disconnecting just as they come in through. CA also demonstrated correct knowledge to clarify caller's instructions before dialing and requesting supervisor before disconnecting unresponsive caller.
K64128568	09/18/04	#35	VCO user concerned that he held 6 minutes before connection to CA and was concerned if there was anyone working tonight. I apologized and verified number was correct and test called, the line answered on 2nd ring. Let caller know I will pass this on to the account manager.	09/18/04	No contact requested.
1108 CapTel	9/2/04	#29	Sound Quality-static; Disconnect/Reconnect during calls	9/3/2004	Arranged for a replacement handset to be sent to the customer to improve sound quality. Sent customer tips from technical support and information about EMI to reduce the occurrence of disconnect/reconnect. Discovered that static occurred when other party was using their cordless phone. When other party switched to a regular phone, there was no static on the line.
1109 CapTel	9/27/04	#24	Disconnect/Reconnect during calls	9/28/2004	Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
1110 CapTel	9/29/04	#00	Answer Time	9/29/2004	Informed customer that the CapTel service experienced a slow down during the afternoon and evening of September 27th resulting in delayed answer times. The situation has returned to normal, and we regret any inconvenience.

**Complaint Tracking for Missouri October 1, 2004-October 31, 2004. Total Customer Contacts: 4**

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64256141	10/08/04	#21	Having a hard time connecting to relay. Long holds and then have difficulties getting on VCO line. Thanked caller for feedback.	10/18/04	Customer requested no follow up.
K64254736	10/08/04	#21	Hold time is a problem with this call: Difficulties connecting to relay--long holds and then difficulties getting on VCO line. Thanked caller for feed back.	10/08/04	no customer follow up
K64254639	10/17/04	#08	Customer said 9366f sounded like she had marbles in her mouth. Could not understand agent. It was very strenuous and customer had to repeatedly ask agent to repeat. This slowed up the call. Apologized for poor voice tone and would refer this to immediate supervisor. Followed up via mail. See address.	10/17/04	Followed up via mail. Explained customer that particular agent had been coached to do appropriate voice image during relay call procedure.
K64254574	10/22/04	#03	TTY Customer reports agent didn't process call correctly. Agent didn't follow instructions to dial caller's 10 digit number followed with X and 3 numbers. Agent asked four times for a repeat of the last 4 numbers, then dialed using the extension number in the last 4 numbers. TTY customer typed the 10 digit number again and typed out the word extension with the three digit number, then agent did not follow customer request.	10/25/04	Apologized for the problem, advised caller the complaint would be forwarded to the supervisor. Agent stated didn't realize "X" stood for extension, thought customer made a mistake and retyped number. Agent followed correct procedures by asking the customer to repeat.
1146 CapTel	10/15/04	#24	Disconnect/Reconnect during calls	10/18/04	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

Date Generated: Mon, Jun. 13th, 2005 @ 05:10:01 PM CT

**Complaint Tracking for Missouri November 1, 2004-November 31, 2004. Total Customer Contact: 3**

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64168389	11/18/04	#21	"Agent did a very poor job on my call. I asked to dial a 1-888 number but agent dialed wrong number. I had agent redial 1-888 and agent just typed 'recording'. I asked agent what recording said but agent would not answer me. I said Hello? Hello? No answer for over 8 mins. so I hung up."	11/18/04	Spoke with agent about proper call procedure when recordings are involved. Agent said he was typing recording, then held for live person, then live rep answered. He was typing what they said and he got the red inbound disconnect box.
K64218882	11/24/04	#21	CA interrupted her while she was speaking, breaking transparency. Thanked caller for taking time to let us know and apologized for the inconvenience. Explained that if we had the CA ID number we would be able to better address the situation and follow up with that operator. Since no ID number is available, the report would be sent to account manager.	12/10/04	Acknowledged the customer concern and no customer contact available to follow up.
K64218933	11/24/04	#21	CA had an accent that was hard to understand as relaying the call. Also said she was a slow typer and kept asking customer to repeat again and again what she had said. She did not get the agent ID number. Thanked customer, and apologized for inconvenience. Explained that if we had the agent ID number we could address this situation with that operator. Told her the report would be sent to the account manager.	12/10/04	Acknowledged the customer concern and no customer contact available to follow up.
1172 CapTel	11/10/04	#24	Disconnect/Reconnect during calls	11/15/04	Sent suggestions as well as additional helpful information and options for alleviating disconnect/reconnections,
1173 CapTel	11/26/04	#29	Dual Tone Multi Frequency Tone Interference	11/30/04	Tech Support adjusted DTMF tone pass through. Test calls confirmed successful resolution.

**Complaint Tracking for Missouri December 1, 2004-December 31, 2004. Total Customer Contact: 8**  
 December 2004, Page 1 of 2

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64114941	12/05/04	#22	Customer reported that her branding had dropped off and this has been happening for several days. She reported this problem as last happening with agents 2287M and 2194M. Apologized to customer for inconvenience. Re-branded as VCO. No follow up requested.	12/05/04	Acknowledged the customer concern and no follow up contact provided.
K64114617	12/05/04	#22	VCO customer's branding is lost. It started on 12/3/04, and it continues to be a problem on 12/5/04. Apologized. Recommended she use VCO direct number. Follow up requested. Called customer second and third time. Closing contact.	06/10/05	Ticket was misplaced during migration to new customer contact online database system. Found ticket then followed up with customer 3 times. No response from customer, closing ticket.
K64115064	12/06/04	#21	Agent dialed wrong number twice. Apologized to customer. No contact requested	12/06/04	The agent was not here during this time period, nor was she here the day before. However, agent was reminded of proper call procedure.
K64115125	12/06/04	#03	Agent dialed wrong number and customer did not want agent to explain relay. Agent explained anyway and customer caller hung up. This occurred twice. Apologized to customer. No contact requested.	12/06/04	Spoke with agent regarding following customer's instructions and proper call processing procedures.
K64115281	12/06/04	#21	Agent dialed wrong number twice. Apologized to the customer. No contact requested.	12/06/04	This is a supervisor's id number and this supervisor was not logged in during this time period, nor had she been logged in two days prior to this complaint.
K64265610	12/16/04	#26	Customer receiving garbling and cannot read what agent is typing to them. I apologized to customer for the problem and opened trouble ticket I002257523. Follow up with customer is required for problem resolution.	12/16/04	Ultimately, this is a technical issue; however, the agent was given possible options to use to try to stop the garbling. Contacted the customer, explained the issue, and apologized. The customer said he understood and thanked us for following up.

**Complaint Tracking for Missouri December 1, 2004-December 31, 2004. Total Customer Contact: 8**

December 2004, Page 2 of 2

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64295744	12/27/04	#29	Caller getting recording "Your long distance has been temporarily disconnected" when placing toll calls through Sprint Relay. Has a COC selected since 9/27/04. I apologized for the problem and opened Trouble Ticket I002272672 for problem resolution and faxed customer bill to technician. Follow up is required for problem resolution.	12/27/04	Operator was spoken to - said that she did not remember the call. Was coached on following customer notes exactly, and pay special attention to COC Operator was reminded to call over a supervisor if there is any difficult on a particular call. Customer contacted 1/26/04 with resolution.
K64303413	12/29/04	#29	A Voice Customer called to say that he is being charged for relay calls on his phone bill. It shows 573 642 0314 and advised customer to contact Local Telephone to resolve problem with connecting relay service.	12/29/04	Customer thanked customer representative for assistance. Closed contact and no follow up requested.

Date Generated: Tue, Jun. 14th, 2005 @ 07:13:00 AM CT

**Complaint Tracking for Missouri January 1, 2005-January 31, 2005. Total Customer Contacts: 0**

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
1228 CapTel	1/25/05	#00	Answer Time	01/25/05	Explained to customer that due to high call volume and weather related staffing shortages, answer time on some calls were affected slightly on 1/23/05. We apologized for this inconvenience. Answer time for the day was still met.

**Complaint Tracking for Missouri February 1, 2005-February 28, 2005. Total Customer Contacts: 3**

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64428077	02/22/05	#02	Customer stated the CA didn't follow the notes in his database. In the past he's been told that the volume of his voice is soft. The problem was resolved in January when he found out the CA can actually turn up the earphone volume to the maximum level. Until today, it's been great. The customer explained that he and the outbound had to discuss the problem before the CA took the needed action. Once she followed his notes, the call got better. The customer explained he doesn't like to complain, but he needs the CA to be attentive. Apologized. Supervisor will be notified. Also recommended the customer contact the equipment manufacturer. No follow up.	02/22/05	The agent headset volume has no control over the volume of the inbound and outbound party's call. Spoke with the on-site technician and the trainer to confirm this matter.
K64432465	02/24/05	#05	2/24/05 at 4:01pm. Customer says that she dialed into relay at 3:45 pm (EST) and asked 3147F to place a call and got no response from the operator. Thanked the customer. For reporting this and that this would be forwarded to the appropriate supervisor. Customer requests follow up.	02/28/05	The agent does not remember this call; however, she does remember having computer problems. Followed up with customer and explained customer that it was technical problem and it was not from human error. Customer got satisfied with explanation.
K64436834	02/26/05	#21	Agent gendered incorrectly (marked M instead of F) and greatly upset both the inbound TTY user and the outbound voice user during a call on 2/24/05. Agent would not explain to voice person why she marked male gender. Thanked caller for feedback and said will forward information on to agent's supervisor. No follow up requested.	02/26/05	Spoke with agent and she said that voice person was outbound and at first she put (M) and then XXX and corrected the gender as (F)...Agent knew customer was upset but she knew she had corrected the gender...the TTY person probably didn't know what the XXX's meant.
1266 CapTel	2/23/05	#24	Disconnect/Reconnect during calls	2/23/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnect might be occurring and sent email with tips to reduce their occurrence.

**Complaint Tracking for Missouri March 1, 2005-March 31, 2005. Total Customer Contacts: 4**

March 2005, Page 1 of 2

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64471061	03/10/05	#03	Voice caller had asked agent 2149F to announce call to her VCO friend in specific way (announce call is from name). Agent did not do specific announce and when asked by the caller why they didn't, the agent said, "I can't do that." No follow up requested by caller.	03/11/05	Met w agent on 3/11/05 at 11am. She thought the voice person meant for agent to ask for name and understands now what was being requested. Coached on asking for clarification if needed and she understood.
K64473916	03/11/05	#02	A TTY customer called to complain that the agent did not follow the database instructions and did not turn the typing speed down to 40wpm.	03/11/05	The agent does not remember the call, but always tends to read and follow the customer notes. Agent was also concerned that he did turn the speed down, but the customer has no means to measure the actual speed. Agent was reminded to following customer notes.
K64514271	03/29/05	#17	Voice customer received Relay call from operator 5314 TTY customer from MO calling to WI customer reports that operator kept saying "operator error" while typing what voice person said customer reported operator said it 5 times throughout the call voice customer has received many Relay calls and has never heard any operator say those words (customer does not know how call was announced because call was handed to them when call came in as Relay call operator did not announce when customer answered as second person answering customer not positive the call was from a Sprint Relay operator but knew call was from MO calling to her in WI apologized for problem encountered) Customer did not request contact	03/29/05	CA # 5314 is currently unassigned. No customer contact was desired. Further investigation is not possible.

**Complaint Tracking for Missouri March 1, 2005-March 31, 2005. Total Customer Contacts: 4**

March 2005, Page 2 of 2

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64520218	03/31/05	#03	A TTY customer called to complain that the agent did not follow her repeated instructions to slow the typing speed down. The customer requested this "two or three times." In addition, there is a note in the customer's database notes that speed should be set to 40WPM. Apologized to customer. Follow-up requested at fax number given.	03/31/05	The agent remembers adjusting the speed for this call; however, she does not recall the customer asking her 2-3 times. Reminded the agent of relay procedures. Send customer via fax and explained about the agent had been coached to do appropriate procedure.
1325 CapTel	3/28/05	#24	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
1326 CapTel	3/28/05	#24	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.
1327 CapTel	3/28/05	#24	Inability for CapTel users to reach the data toll free number	3/28/05	Reported problem to toll free network provider. Problem resolved the same morning. Customer service representative confirmed with customer that they are able to make calls.

**Complaint Tracking for Missouri April 1, 2005-April 30, 2005. Total Customer Contacts: 4**

April 2005, Page 1 of 2

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64627919	04/18/05	#29	Customer Complaint: VCO customer reported that for the last month or so 2/3 of his VCO calls when dialing the Utah VCO number (800-346-7141) his calls are answered by Relay Texas (RTX then agent ID #) The last call he made reached this CA number above. Customer Service response: I thanked him for letting us know and told him of a similar situation we became aware of this morning. I told him a trouble ticket would be entered, and apologized for the inconvenience. TT # entered: I002500561 No follow up call requested.	04/18/05	Trouble ticket result: T&I worked with TMCC to correct the issue with the routing scripts. They have re-fed this information and have informed me the issue is corrected.
K64630736	04/19/05	#05	Customer is not sure of agent number as it was said very quickly at the beginning of the call. Call occurred near 5 pm (central time) on 4/18/05. Customer stated she called to elderly TTY user. Phone rang 10 times; CA came back on line to inform the caller of this. The caller said to continue ringing and the CA replied thank you for using relay MO and hung up. Customer upset as the TTY user is elderly and has hard time getting to phone and customer had to take the trouble to call back in to relay to make the call again. Apologized for inconvenience; said would forward to appropriate center. No call back needed.	04/19/05	Could not identify agent number that was on the system. Could not continue further action.

**Complaint Tracking for Missouri April 1, 2005-April 30, 2005. Total Customer Contacts: 4**

April 2005, Page 2 of 2

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64638725	04/22/05	#17	Voice customer asked Relay operator if he needed to provide his carrier of choice info for a long distance prior to dialing out operator advised could not be part of conversation could not answer the questions and customer needed to contact Customer Service which customer previously had done and was advised to provide the carrier of choice to the operator to make a call to a customer (apologized for problem and advised operator should have entered the carrier of choice info customer first time user of Relay to contact customer did not wish to enter Database info may be only time to use Relay advised complaint would be forwarded to supervisor) Customer did not request contact.	04/22/05	Spoke with agent regarding the issue. The agent said the call came in and the customer asked if the agent already had information in their database. The agent stated she needed the carrier of choice to enter it. The customer made several statements that led the agent to believe the customer needed to speak with customer service and she directed them there. The customer became angry and hung up.
K64660898	04/30/05	#02	A MO TTY caller complained that agent did not follow customer database notes. Apologized for the problem. Customer did not wish follow up.	04/30/05	Coached agent to always follow customer notes and/or instructions. No customer follow-up requested.
1389 CapTel	4/14/05	#29	Dual Tone Multi Frequency Tone Interference	04/15/05	Tech Support adjusted DTMF tone pass through. Test calls confirmed successful resolution.

**Complaint Tracking for Missouri May 1, 2005-May 31, 2005. Total Customer Contacts: 3**

Tracking Number	Complaint Date	Complaint Category Number	Nature of Complaint	Date of Resolution	Explanation of Resolution
K641272268	05/10/05	#17	Blind voice man calling MO state treasurer's office (using number off of letterhead) states supervisor Melysa is rude, condescending and arrogant. Thanked caller for comments. Wants follow up with Melysa's immediate supervisor.	05/10/05	I talked with Supervisor about this situation. He accidentally called in this service. He was asking for the state treasurer office. When she tried to explain to him about the service he became upset and asked questions that we could not answer. I decided to follow up with the customer and second attempt I reached customer but he became furious and thought this was a telemarketing. He hung up on me twice.
K641269536	05/10/05	#29	A TTY customer called to complain that many people who call him are getting the message that their numbers are blocked. He says this problem has been occurring for about three weeks. Apologized for trouble. Opened TT#I002546320. Follow-up requested at number provided.	05/10/05	Trouble Ticket: The customer continue to have these issues so customer need to contact LEC to remove the feature such as Selective Acceptance Disable. hearing users will need to dial *82 prior to call relay. *82 is the Selective Acceptance Disable provided by the LEC. 5/11/05: left detailed message a TTY customer answering machine about this situation and left my phone number and email to contact me back. 5/13/05 called customer and no response: 5/17/05 called customer again and no response.
K645610194	05/27/05	#02	MO TTY user complains agent did not follow up with notes, and typed too fast. Caller insisted to slow typing 2 times and finally agent typed slower. Apologized, explaining I will inform the supervisor for follow up with the agent.	05/27/05	Agent does not recall this particular situation. As a habit, agent follows customer notes. Agent knows procedure to slow down the WPM going across a TTY.

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12<sup>th</sup> Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

1 Disk